WHAT IS CLAIMED IS:

1   1.   A method for managing customer and product information over a
2 network using a multi-functional management tool, comprising:
3   generating a customer database including customer records, wherein each
4 customer record tracks a customer;
5   generating a product database including product records, wherein each product
6 record tracks a product;
7   updating the customer database from information received from the customer
8 to add or modify a specific customer record indicating customer contact and product
9 purchase information about the customer;
10   updating the product database from information received from a client to add
11 or modify a specific product record indicating product and inventory information
12 about the product; and
13   providing product and customer record information in the database to a
14 requesting client representative.

1   2.   The method of claim 1, wherein the requesting client representative is
2 a member of a set of client representatives comprising a client, a repair facility
3 representative, a call center representative, and a warehouse representative.

1   3.   The method of claim 1, further comprising:
2   transmitting over the network an input page in which the client representative
3 enters data to update the customer database.

1   4.   The method of claim 1, further comprising:
2   transmitting over the network an input page in which the client representative
3 enters search information to request customer record information from the customer
4 database;

5   receiving the input page transmitted by the client representative including a

6 request for customer record information;

7   generating an information page including customer record information for the

8 customer record specified in the received input page; and

9   transmitting the information page to the requesting client representative over

10 the network.

1   5.   The method of claim 1, further comprising:

2   transmitting over the network an input page in which the client representative

3 enters data to update the product database.

1   6.   The method of claim 1, further comprising:

2   transmitting over the network an input page in which the client representative

3 enters information to request product record information from the product database;

4   receiving the input page transmitted by the client representative including a

5 request for product record information;

6   generating an information page including product record information for the

7 product record specified in the received input page; and

8   transmitting the information page to the requesting client representative over

9 the network.

1   7.   The method of claim 1, further comprising:

2   tracking information about each contact with the customer;

3   providing problem and solution codes to be selected by the client

4 representative; and

5   recording any additions or modifications in either the customer or product

6 record.

1   8.   The method of claim 7, wherein the contact with the customer is by e-

2   mail.

1   9.   The method of claim 1, further comprising:

2   interlinking with a front-end GUI to display the product image and

3   information over the network;

4   processing a payment for a purchase of the product or an extended warranty

5   from the information stored in the customer record;

6   updating the customer and product records to account for the purchase of the

7   product; and

8   updating the customer record to account for the purchase of the extended

9   warranty.

1   10.   The method of claim 1, further comprising:

2   sending a notification when the number of products reaches a preset number

3   stored in the product record; and

4   recording order information for the order of additional products from a

5   supplier.

1   11.   The method of claim 1, further comprising:

2   producing a printable sheet with a bar code identifying a returned product.

1   12.   The method of claim 9, further comprising:

2   producing a printable sheet with information on the purchase of the product.

1   13.   The method of claim 1, further comprising:

2   producing a report based on information from the customer and product

3   records.

1   14.   The method of claim 1, further comprising:

2   interlinking a third party shipping software with the product database;

3   updating the product database from information received from the third party

4   shipping software to add or modify a specific product record indicating shipping

5   information about the product.

1   15.   A system for managing customer and product information over a

2   network using a multi-functional management tool, comprising:

3   means for generating a customer database including customer records, wherein

4   each customer record tracks a customer;

5   means for generating a product database including product records, wherein

6   each product record tracks a product;

7   means for updating the customer database from information received from the

8   customer to add or modify a specific customer record indicating customer contact and

9   product purchase information about the customer;

10   means for updating the product database from information received from a

11   client to add or modify a specific product record indicating product and inventory

12   information about the product; and

13   means for providing product and customer record information in the database

14   to a requesting client representative.

1   16.   The system of claim 15, wherein the requesting client representative is

2   a member of a set of client representatives comprising a client, a repair facility

3   representative, a call center representative, and a warehouse representative.

1   17.   The system of claim 15, further comprising:

2   means for transmitting over the network an input page in which the client

3   representative enters data to update the customer database.

1   18.   The system of claim 15, further comprising:

2   means for transmitting over the network an input page in which the client

3   representative enters search information to request customer record information from

4   the customer database;

5   means for receiving the input page transmitted by the client representative

6   including a request for customer record information;

7   means for generating an information page including customer record

8   information for the customer record specified in the received input page; and

9   means for transmitting the information page to the requesting client

10 representative over the network.

1   19.   The system of claim 15, further comprising:

2   means for transmitting over the network an input page in which the client

3   representative enters data to update the product database.

1   20.   The system of claim 15, further comprising:

2   means for transmitting over the network an input page in which the client

3   representative enters information to request product record information from the

4   product database;

5   means for receiving the input page transmitted by the client representative

6   including a request for product record information;

7   means for generating an information page including product record

8   information for the product record specified in the received input page; and

9   means for transmitting the information page to the requesting client

10 representative over the network.

1   21.   The system of claim 15, further comprising:

2   means for tracking information about each contact with the customer;

3   means for providing problem and solution codes to be selected by the client

4   representative; and

5   means for recording any additions or modifications in either the customer or

product record.

1   22.   The system of claim 20, wherein the contact with the customer is by e-

2   mail.

1   23.   The system of claim 15, further comprising:

2   means for interlinking with a front-end GUI to display the product image and

3   information over the network;

4   means for processing a payment for a purchase of the product or an extended

5   warranty from the information stored in the customer record;

6   means for updating the customer and product records to account for the

7   purchase of the product; and

8   means for updating the customer record to account for the purchase of the

9   extended warranty.

1   24.   The system of claim 15, further comprising:

2   means for sending a notification when the number of products reaches a preset

3   number stored in the product record; and

4   means for recording order information for the order of additional products

5   from a supplier.

1   25.   The system of claim 15, further comprising:

2   means for producing a printable sheet with a bar code identifying a returned

3   product.

1   26.   The system of claim 23, further comprising:

2   means for producing a printable sheet with information on the purchase of the

3 product.

1   27.   The system of claim 15, further comprising:

2   means for producing a report based on information from the customer and

3 product records.

1   28.   The system of claim 15, further comprising:

2   means for interlinking a third party shipping software with the product

3 database;

4   means for updating the product database from information received from the

5 third party shipping software to add or modify a specific product record indicating

6 shipping information about the product.

1   29.   A program for managing customer and product information over a

2 network using a multi-functional management tool comprising a computer usable

3 media including at least one computer program embedded therein that is capable or

4 causing at least one computer to perform:

5   generating a customer database including customer records, wherein each

6 customer record tracks a customer;

7   generating a product database including product records, wherein each product

8 record tracks a product;

9   updating the customer database from information received from the customer

10 to add or modify a specific customer record indicating customer contact and product

11 purchase information about the customer;

12   updating the product database from information received from a client to add

13   or modify a specific product record indicating product and inventory information

14   about the product; and

15   providing product and customer record information in the database to a

16   requesting client representative.

1   30.   The program of claim 29, wherein the requesting client representative

2   is a member of a set of client representatives comprising a client, a repair facility

3   representative, a call center representative, and a warehouse representative.

1   31.   The program of claim 29, further performing:

2   transmitting over the network an input page in which the client representative

3   enters data to update the customer database.

1   32.   The program of claim 29, further performing:

2   transmitting over the network an input page in which the client representative

3   enters search information to request customer record information from the customer

4   database;

5   receiving the input page transmitted by the client representative including a

6   request for customer record information;

7   generating an information page including customer record information for the

8   customer record specified in the received input page; and

9   transmitting the information page to the requesting client representative over

10   the network.

1   33.   The program of claim 29, further performing:

2   transmitting over the network an input page in which the client representative

3   enters data to update the product database.

1   34.   The program of claim 29, further performing:

2   transmitting over the network an input page in which the client representative

3   enters information to request product record information from the product database;

4   receiving the input page transmitted by the client representative including a

5   request for product record information;

6   generating an information page including product record information for the

7   product record specified in the received input page; and

8   transmitting the information page to the requesting client representative over

9   the network.

1   35.   The program of claim 29, further performing:

2   tracking information about each contact with the customer;

3   providing problem and solution codes to be selected by the client

4   representative; and

5   recording any additions or modifications in either the customer or product

6   record.

1   36.   The program of claim 33, wherein the contact with the customer is by

2   e-mail.

1   37.   The program of claim 29, further performing:

2   interlinking with a front-end GUI to display the product image and

3   information over the network;

4   processing a payment for a purchase of the product or an extended warranty

5   from the information stored in the customer record;

6   updating the customer and product records to account for the purchase of the

7   product; and

8   updating the customer record to account for the purchase of the extended

9   warranty.

1   38.   The program of claim 29, further performing:

2   sending a notification when the number of products reaches a preset number

3   stored in the product record; and

4   recording order information for the order of additional products from a

5   supplier.

1   39.   The program of claim 29, further performing:

2   producing a printable sheet with a bar code identifying a returned product.

1   40.   The program of claim 37, further performing:

2   producing a printable sheet with information on the purchase of the product.

1   41.   The program of claim 29, further performing:

2   producing a report based on information from the customer and product

3   records.

1   42.   The program of claim 29, further performing:

2   interlinking a third party shipping software with the product database; and

3   updating the product database from information received from the third party

4   shipping software to add or modify a specific product record indicating shipping

5   information about the product.